

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: Jan 25, 2018

Case Number: 18-56

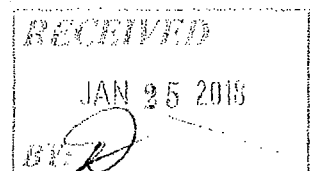
A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Refaat Ishak
Premise Name: St Mark animal hospital
Premise Address: 1150 E. Florence Blvd suite #1
City: Casa Grande State: AZ Zip Code: 85122
Telephone: 520 421 1970

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Roxana Scurlock
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.



C. PATIENT INFORMATION (1):

Name: Isabella Miller
Breed/Species: Canine Yorkshire Terrier
Age: 9y Sex: FS Color: Blk & Brown

PATIENT INFORMATION (2):

Name: Sissy Haggard
Breed/Species: Domestic Medium Hair Feline
Age: 7y Sex: FS Color: Black & White

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Jessica Santana
[Redacted Address]

Tiffany Glass - Texas
[Redacted Address]

Curtis Haggard
[Redacted Address]

Rita Miller
[Redacted Address]

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: [Signature]

Date: 1/22/18

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

Disregarding Veterinary boards decision to indefinitely suspend Refaat Ishak for performing soft tissue, orthopedic, & oral surgery including (dental extractions)?

~~Operating under~~

operating under a name that is not on his license

"Reed Ishak" "Refaat Ishak"

To whom it may concern.

I worked under Refaat Ishak from Aug 2017 - Jan 2018

During that time, unknowing he was ~~restricted~~ indefinitely suspended from performing surgeries & dental extractions.

I watched him perform multiple dental extractions. When I became aware of this restriction I decided to file a complaint with back up. Not only is he breaking the law by performing surgery anyway, he is operating under a false name in conjunction with the title "DVM"

Not only these things but he lacks great ~~com~~ compassion for his ~~feed~~ & is one of the most ~~any~~ abusive people I've ever worked under.

He gets weekly threats of suing for malpractice
B Fraud. I am aware he is well known.

When I was in school I was warned about
this place B not many others have had fond
experience with him. I have ~~seen~~ all the
best but he does not deserve the honor of
working as a veterinarian.

Sincerely,

Ronald Wilson Searlock
RWS

Respond to case 18-56

Rontasia Surlock was a former employee of St. Mark Animal Hospital, was hired on August 2017 and discharged in January 2018, she was initially hired as an assistant but she had hard time performing her duty, so we decided to move her to receptionist position, it is much easier, but she had troubles doing acceptable job there, overall during her very short employment term we have several issue with her attitude, performance and insubordination, I had several meeting with her to discuss these issue and created a plan to avoid mistakes and when no change or improvement happened she was given a written warning and a week later was discharge in 01/17/2018.

Rontasia claimed that I'm doing surgery and violating the board order, which is not true, she misunderstood the board order, Rontasia mentioned 2 patients as a proof of her claim, and I have included the medical records for these cases, Isabella Miller, and Sissy Haggard, as you can see it was no surgery performed whether soft tissue or orthopedic or oral, regarding to the dental work, the board order does not restrict me from doing routine dental work.

1. Isabelle Miller, Isabelle is 4.6 lbs, 9 years old female spayed yorki, that was presented for wellness exam, we noticed that she need dental work, the client made an appointment for that, a routine dental work was performed and during the scaling process the upper incisors were covered by tartar and came off, they were very loose, the gum underneath was flushed and cleaned.
2. Sissy Haggard is a 7 years old DSH, female spayed cat, that was presented, for a mass on the face, the client though she has been bitten, and the mass has been rapidly growing over the last 2 months, immediately I informed the

clients that this is most likely a tumor that got infected or inflamed, and advised her to consult a specialist, but that was not an option for the client at that time, I recommend doing xrays to rule out metastatic lung disease, and BW, and other tests to idexx, owner only agreed in house diagnostics, that were NSF, I treated the infection inflammation with AB, during the recheck exam the cat was much better but still big mass on the face, I recommended referral to specialist but owner declined, then recommended exam and biopsy under anesthesia, owner agreed and we did a routine dental work and I examined the mouth under anesthesia, and collected biopsy, at the time of pick up the client declined to send the biopsy to idexx for histopathology, We delivered the cat to the client and strongly advised her to consult specialist.

Rontasia claimed that I operate under a different name, Reed Ishak, and my name is Refaat Ishak, actually my full name is Refaat Reed Ishak, and clients found it easy to call me Reed due to the difficulty to pronounce my first name, that is the reason for going by Reed, I can offer the board copy of my legal document that shows my name as Refaat Reed Ishak, and as a matter of facts all the forms that I filed with the board I put my name as Refaat Reed Ishak.

I'm asking the board to dismiss this case with no violation.

Refaat Ishak

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH RD, STE. 100, SCOTTSDALE, ARIZONA 85258

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 18-56

Complainant(s): Rontasia Scurlock

Respondent(s): Refaat Ishak, D.V.M. (License: 4666)

SUMMARY:

Complaint Received at Board Office: 1/25/18

Board Discussion: 3/21/18

APPLICABLE STATUTES AND RULES:

Laws as Amended July 2014

Salmon); Rules as Revised

September 2013 (Yellow)

Complainant was employed by Respondent from August 2017 to January 2018. She alleges Respondent violated Board Order 15-77/15-103 by extracting teeth and/or performing surgery during two anesthetic procedures.

Complainant further claims Respondent is practicing under a name that is not on his veterinary license.

PROPOSED 'FINDINGS of FACT':

1. According to Complainant, Respondent was extracting teeth/performing surgery while he was under a Board Order restricting him to do so. She submitted information regarding two clients that she states Respondent extracted teeth/performed surgery on.

"Isabella" Miller – a 9-year-old female Yorkshire Terrier:

2. Complainant submitted a screen shot of the dog's record from December 18, 2017 showing there was an \$80 fee for tooth extraction – minor, amount 4.

3. According to Respondent, his Board Order does not restrict him from performing routine dental work.

4. On December 16, 2017, the dog was presented to Respondent for an oral evaluation. The dog had a foul odor coming from the mouth. Respondent examined the dog and noted grade 2 periodontal disease with gingivitis. He recommended dental work and prescribed metacam for pain and administered the dog convenia.

5. On December 18, 2017, the dog was presented to Respondent for a dental cleaning. Blood work was performed, an IV catheter was placed and fluids were started. The dog was pre-medicated with hydromorphone, anesthetized with ketamine and valium, intubated and maintained on isoflurane and oxygen. Respondent stated that the upper incisors were covered by tartar and fell out during the scaling process due to being very loose; the gums were flushed and cleaned. A class 4 laser was applied with dental setting on a small area.

"Sissy" Haggard – a 7-year-old female domestic medium hair cat:

6. On December 14, 2017, the cat was presented to Respondent with a swollen face, watery eyes and lethargy. The pet owner reported that they noticed a lump on the cat's face a couple months earlier; believes the cat was bitten and drooling was noted. Upon exam, Respondent found a facial mass on the left upper jaw – it appeared non-painful and bleeding inside the mouth – it was difficult to open the mouth to evaluate and there was blood tinged saliva.

7. Respondent discussed his findings with the pet owner and suggested the cat may have a tumor, inflammation or infection of the bone or soft tissue; Respondent recommended referral to a specialist which was declined. Respondent further recommended radiographs and lab work – pet owner agreed to in-house testing and radiographs. Radiographs revealed an osteolytic lesion on the face which was possibly mixed with soft tissue swelling and discharge. Metastasis was not noted and a cytology of the saliva showed rods and some cocci mixed with blood cells. He advised the pet owner that he would dispense antibiotics to help with infection/inflammation but it would not help with the tumor. The cat was administered ketoprofen and convenia SQ; Orbax suspension was dispensed and the cat was discharged.

8. On December 21, 2017, the cat was presented to Respondent for a recheck. The pet owner reported that the medication was helping as the cat was no longer drooling and had become

more responsive. Upon exam, Respondent noted that the mass was still present on the jaw but the swelling had decreased. The pet owner declined referral therefore Respondent recommended a dental with biopsy and evaluate the mouth under anesthesia, which was approved.

9. On December 29, 2017, the cat was presented to Respondent for a dental. An IV catheter was placed and fluids were initiated. The cat was pre-medicated with hydromorphone, induced with ketamine and mask isoflurane; the cat was then intubated and maintained on isoflurane and oxygen. Respondent documented that the teeth were scaled and polished – there were no teeth on the left maxilla, the mass was examined and a biopsy was collected – the mass appeared to be soft tissue vs osseous. The biopsy site was closed with 3-0 PDS.

10. Respondent stated that he discussed his findings with the pet owner. They declined histopathology until the son gave permission. Respondent referred them to a specialist and administered convenia and depo-medrol to the cat prior to discharge.

11. On the screen shot Complainant submitted of the cat's account, there is an item line that states "tooth extraction." There is also a screen shot of a dental chart that is marked with tooth 101 as being extracted. There is no patient identifying marks, only a hand-written note that indicates the dental chart belongs to Patient ID – 8437.

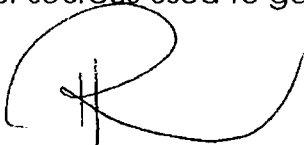
Claim Respondent is not practicing under licensed name:

12. Complainant claims that Respondent is practicing under the name "Reed Ishak" and his veterinary license is under "Refaat Ishak."

13. Respondent stated that his full name is Refaat Reed Ishak and clients find it easier to call him Reed due to the difficulty pronouncing Refaat.

14. The name on Respondent's veterinary license application is Refaat Reed Ishak.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.



Tracy A. Riendeau, CVT
Investigative Division